

**IN THE UNITED STATES PATENT AND TRADEMARK OFFICE**

**Patent Application**

Applicant(s): J.L. Hellerstein et al.

Docket No.: YOR920010334US1

Serial No.: 09/896,254

Filing Date: June 29, 2001

Group: 3692

Examiner: Nga B. Nguyen

Title: Automated Service Level Management  
In Financial Terms

---

AMENDMENT AND RESPONSE TO OFFICE ACTION

Commissioner for Patents  
P.O. Box 1450  
Alexandria, VA 22313-1450

Sir:

In response to the outstanding Office Action dated March 9, 2007, please amend the above-identified application as follows: